



## JOB DESCRIPTION

**TITLE: ADMINISTRATION & PROGRAMS ASSISTANT**

**INCUMBENT: VACANT**

### **SCOPE:**

Reporting to the Executive Coordinator and Office Manager, the Administration & Programs Assistant supports the organization by providing a variety of administrative and communications programs support. The incumbent is also responsible for maintaining the ORCs and ARCs filing system for the entire organization, which requires an understanding of government policy and regulations. Working within a fast-paced team environment and with limited supervision, the incumbent creates and maintains appropriate procedures and processes to effectively manage their workload, keeping colleagues informed of progress and timelines.

### **POSITION PURPOSE:**

To provide administrative support and database administration to various corporate and marketing communications projects within FII, while updating and maintaining all program files.

### **KEY ACCOUNTABILITIES / DELIVERABLES:**

#### **FILE MANAGEMENT AND ADMINISTRATION: (40%)**

- Maintain the ORCs (*Operational Records Classification System*) and ARCs (*Administrative Records Classification System*) to ensure FII is in compliance with the BC Government regulations.
- Make recommendations for system improvements. Ensure accurate files are created, kept and updated on a regular basis.
- Responsible for regular filing for all program areas as well as coordination of year-end file closures and archiving;
- Assist all staff to organize, catalogue, maintain and archive project and program files;
- Keep the file storage areas neat and well organized;
- Assist in mass mail outs, binder production and/or packing of materials as required (such as Board binders, Audit Committee, Proposal Evaluations, etc.)
- Provide reception relief for the Office Administrator/Receptionist as required;
- Provide backup support for the Executive Coordinator and Office Manager as necessary;
- Other duties as required.



### **MARKETING, COMMUNICATIONS & CORPORATE SUPPORT: (35%)**

- Management of various administrative and marketing projects from concept planning to completion;
- Assist with proofreading and editing publications, including organizing content, imagery, and photo credit details for print and online projects;
- Provide desk top and graphic design assistance to corporate reports, marketing materials, stationary and document preparation for publishing;
- Coordinate with print companies to print various publications;
- Assist in uploading content to FII websites; provide graphic files assistance using Adobe InDesign. Provide word processing and graphics assistance as required including editing, formatting, proofreading, as required, using MS Word, MS Excel, InDesign and Photoshop;
- Coordinate administrative support for incoming and outgoing missions. This includes document preparation, event plans, liaising with stakeholders and communications with in-market staff;
- Coordinate meeting space for offsite meetings as required. This may include liaising with sales coordinators at various venues, obtaining quotes, drawing up the appropriate paperwork and gaining the approvals as needed;
- Assist in the preparation of end of year performance measure summaries;
- Coordinate year-end reporting of marketing materials (roll-up), responsible for data collection and maintenance of summary sheets;
- Monitor current stock levels of publications and marketing materials, advise program staff when low and arrange for reprints as necessary;
- Maintain reports on a monthly basis for website and campaign tracking of the naturally:wood.com website;
- Assist in mass mail outs, binder production and/or packing of materials as required;
- Other duties as assigned.

### **DATABASE ADMINISTRATION: (25%)**

- Assist in the organization of imagery and video footage permissions, credits and usage instructions, ensuring FII's Image Gallery and Video Library assets are clearly organized and all image and video files are up to date and easily accessible for review;
- Track and coordinate image and video requests from internal and external stakeholders and work with the Market Outreach team members to ensure complex requests are handled quickly and efficiently;
- Responsible for responding to requests for market research and ensuring approval is in place for the materials to be released to appropriate organizations and individuals;
- Maintain and update a leads database on a monthly basis;
- Support data entry, compiling lists and program reports as required.



## **EDUCATION AND EXPERIENCE:**

- Completion of an office administration program and/or a minimum of 2 years work experience within a professional office environment;
- Experience working with a centralized filing system would be an asset;
- Strong computer proficiency with good typing, formatting, proofreading and experience in MS Office Suite (Word, Excel, PowerPoint, Outlook, Access). Adobe Photoshop and InDesign experience would be an asset;
- Experience working with communications programs and materials would be an asset.

## **REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

- Excellent interpersonal skills and customer service attitude;
- Excellent written and oral communication skills, displaying tact, diplomacy, leadership and professionalism in dealing with others;
- Superior organizational skills;
- Problem solving skills and flexibility;
- Ability to successfully manage projects from concept planning to completion;
- Ability to meet deadlines and to pay constant attention to detail;
- Ability to learn and follow government and company procedures;
- Ability to prioritize own workload and take initiative;
- Ability to contribute as a valuable team member;
- Ability to work with and maintain confidential or sensitive information.

## **CORE COMPETENCIES:**

### **CUSTOMER SERVICE ORIENTATION**

- Identify and willingly serve staff and clients, focusing efforts on discovering and meeting their needs.

### **INITIATIVE**

- Identify a problem, obstacle or opportunity and take appropriate action.

### **PLANNING, ORGANIZING, COORDINATING**

- Proactively plan, establish priorities and allocate resources appropriately.

### **PROBLEM SOLVING/JUDGMENT**

- Demonstrate the ability to analyze problems systematically, organize information, identify key factors and underlying causes and generate solutions.

### **TEAMWORK**

- Work cooperatively, participate fully, involve and encourage others, contribute to a cohesive team environment.